

Fig. 1

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202		204		206	
RESERVATION		MOBILE SERVICE REPRESENTATIVE		SHIFT	
202A	IDENTIFIER	IDENTIFIER		IDENTIFIER	
202B	APPOINTMENT WINDOW START AND END DATETIME	CONFIGURABLE FIELDS (OPTIONAL)		MOBILE USER IDENTIFIER	
202C	DURATION			SHIFT START AND END DATETIME	
202D	PRIORITY	204B	204A	BREAKS, EACH WITH A START AND END DATETIME (OPTIONAL)	
202E	LOCATION			START AND END LOCATION (OPTIONAL)	
202F	CONFIGURABLE FIELDS (OPTIONAL)			CONFIGURABLE FIELDS (OPTIONAL)	

Fig. 2

RESERVATION	
IDENTIFIER	RESERVATION1
APPOINTMENT WINDOW START AND END DATETIME	09:00 TO 11:00 TODAY
DURATION	120 MINUTES
LOCATION	(X <sub>1</sub> , Y <sub>1</sub> )
CONFIGURABLE FIELDS:	
AREA	A1
SKILLS	SK1, SK2
EQUIPMENT	EQ1, EQ2, EQ3

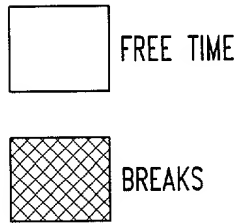
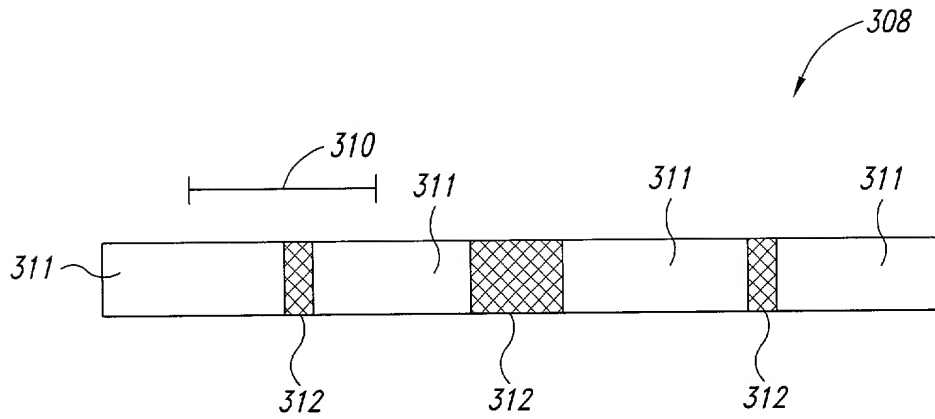
  

MOBILE SERVICE REPRESENTATIVE	
MOBILE USER IDENTIFIER	MU1
CONFIGURABLE FIELDS:	
SKILLS	SK1, SK4, SK7
EQUIPMENT	EQ1, EQ2, EQ3, EQ4

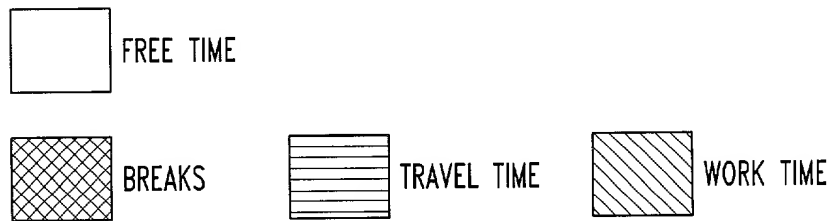
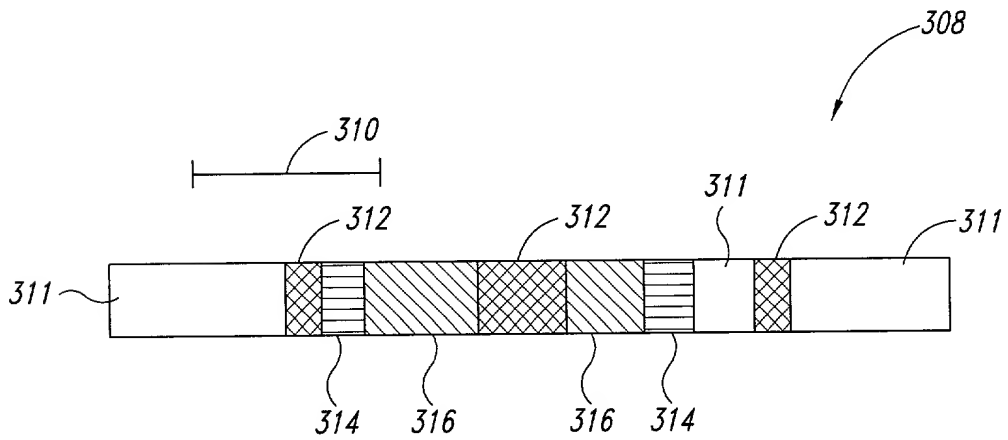
  

SHIFT	
IDENTIFIER	SHIFT1
MOBILE USER IDENTIFIER	MU1
START AND END DATETIME	08:00 TO 17:00 TODAY
BREAKS	10:00 TO 10:15 12:00 TO 13:00 15:00 TO 15:15
START AND END LOCATION	(X <sub>S</sub> , Y <sub>S</sub> ) AND (X <sub>E</sub> , Y <sub>E</sub> )
CONFIGURABLE FIELDS:	
AREAS	A1, A2

Fig. 3A



*Fig. 3B*



*Fig. 3C*

RESERVATION	
IDENTIFIER	RESERVATION2
APPOINTMENT WINDOW START AND END DATETIME	14:00 TO 16:00 TODAY
DURATION	60 MINUTES
LOCATION	(X <sub>2</sub> , Y <sub>2</sub> )
CONFIGURABLE FIELDS:	
AREA	A2
SKILLS	SK7
EQUIPMENT	NONE

Fig. 3D

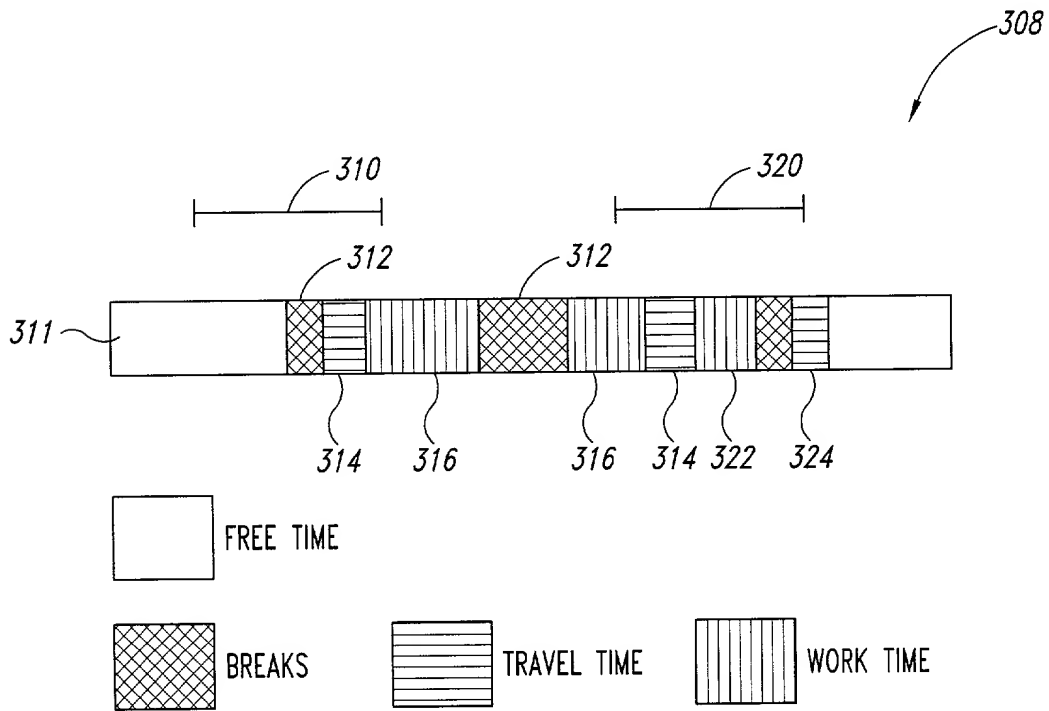


Fig. 3E

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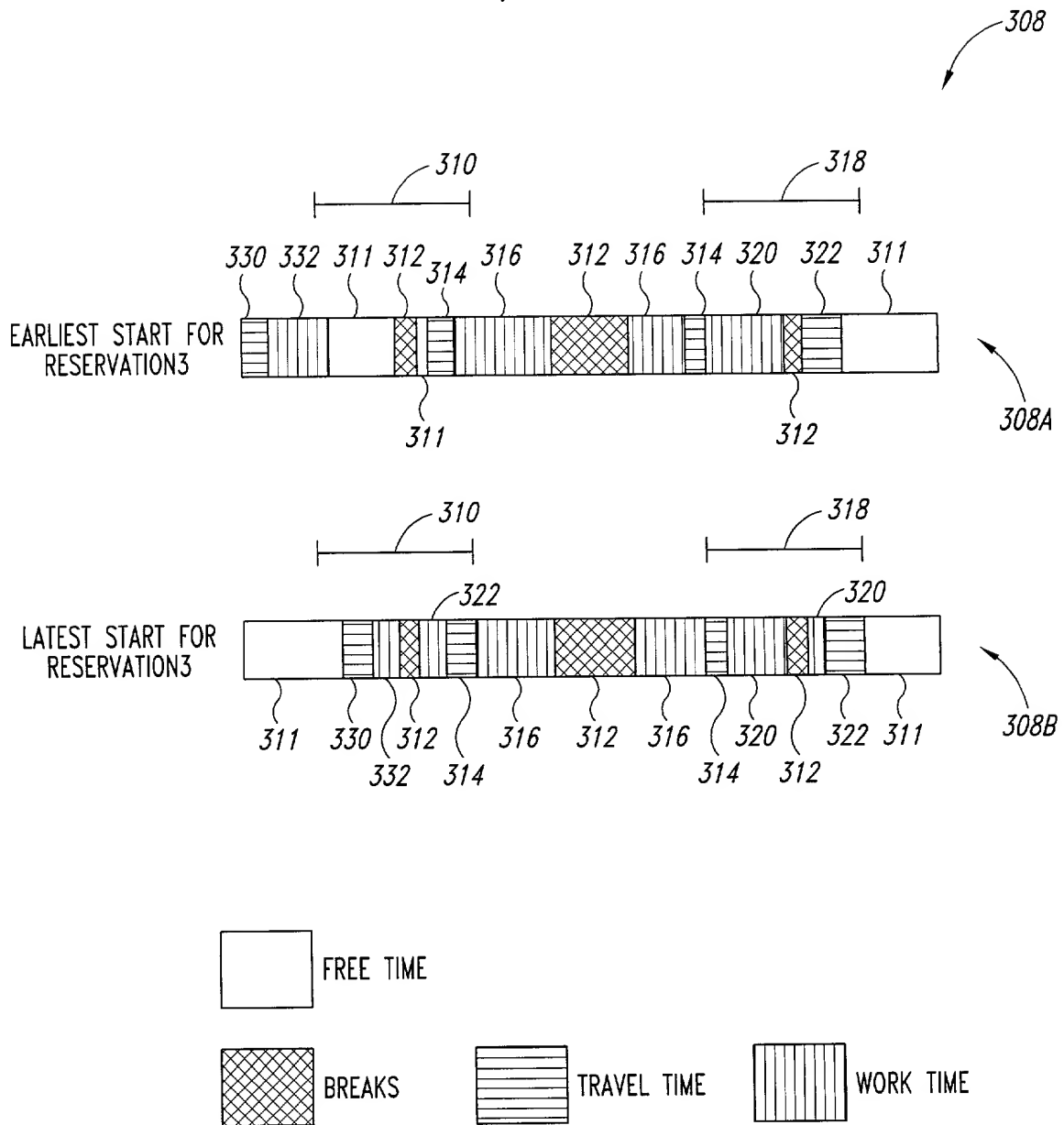
RESERVATION	
IDENTIFIER	RESERVATION3
DURATION	50 MINUTES
LOCATION	(X <sub>3</sub> , Y <sub>3</sub> )
CONFIGURABLE FIELDS:	
AREA	A1
SKILLS	SK4
EQUIPMENT	NONE

*Fig. 3F*

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START TIME	END TIME	REASON OFFERED
08:00	09:00	OVERLAPS THE 08:20 TO 09:35 START TIME RANGE
09:00	10:00	OVERLAPS THE 08:20 TO 09:35 START TIME RANGE
10:00	11:00	NOT OFFERED
11:00	12:00	OVERLAPS THE 11:35 TO 14:05 START TIME RANGE
13:00	14:00	OVERLAPS THE 11:35 TO 14:05 START TIME RANGE
14:00	15:00	OVERLAPS THE 11:35 TO 14:05 START TIME RANGE
15:00	16:00	OVERLAPS THE 15:35 TO 15:50 START TIME RANGE
16:00	17:00	NOT OFFERED
08:00	12:00	OVERLAPS THE FIRST TWO START TIME RANGES
13:00	17:00	OVERLAPS THE LAST TWO START TIME RANGES
08:00	17:00	OVERLAPS ALL THREE START TIME RANGES

*Fig. 3G*



*Fig. 3H*

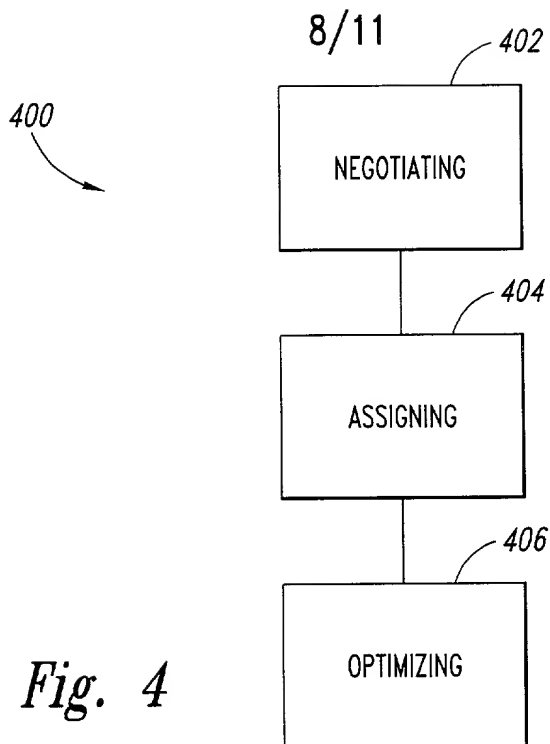


Fig. 4

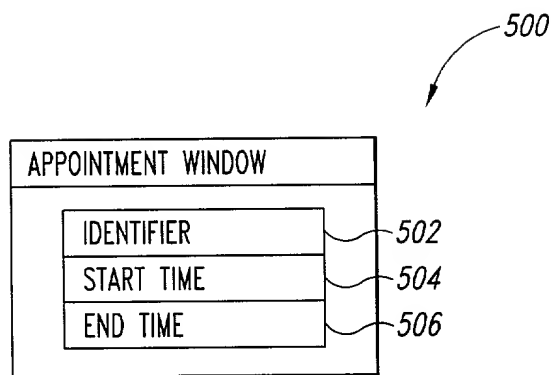


Fig. 5A

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IDENTIFIER	START TIME	END TIME		IDENTIFIER	START TIME	END TIME
8	08:00	10:00		14	14:00	16:00
9	09:00	11:00		15	15:00	17:00
10	10:00	12:00		AM	08:00	12:00
11	11:00	13:00		PM	13:00	17:00
12	12:00	14:00		NIGHT	17:00	08:00
13	13:00	15:00				

Fig. 5B

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600

i \ j	1	2	3	4	5	6
1	-	AP	AP	AU	AU	AU
2	-	-	NO	AU	AP	AU
3	-	-	-	NO	AU	NO
4	-	-	-	-	AP	AU
5	-	-	-	-	-	NO
6	-	-	-	-	-	-

Fig. 6A

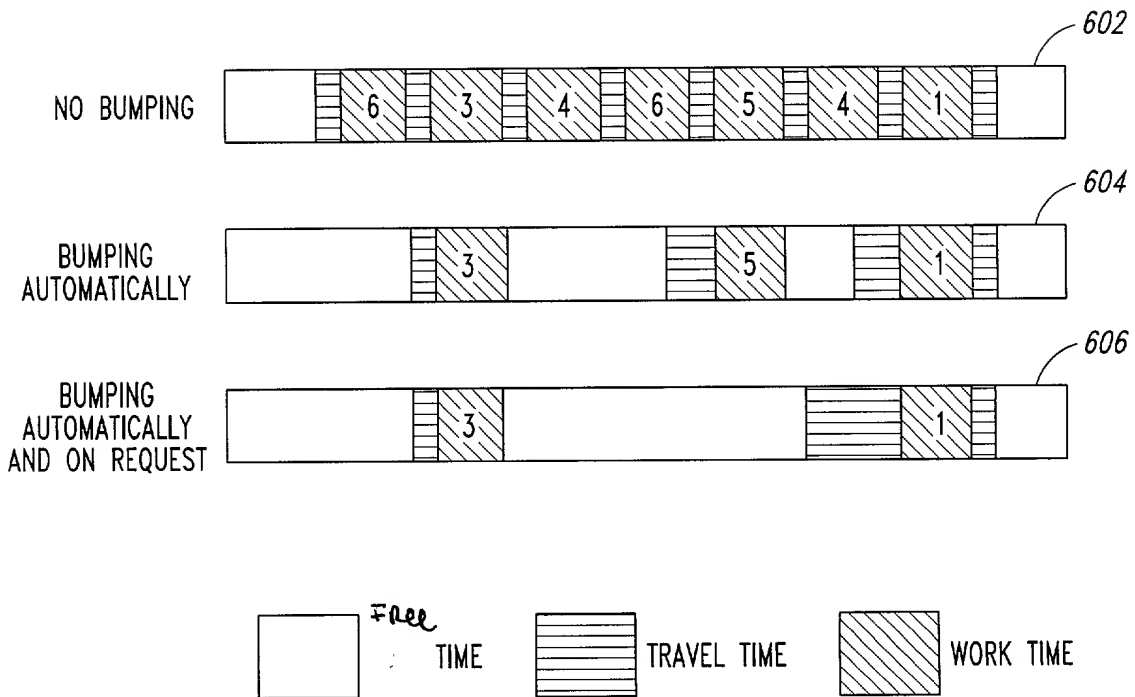


Fig. 6B

700

	STREET NAME	STREET NUMBER
RESERVATION1	STREET1	123
RESERVATION2	STREET1	321
RESERVATION3	STREET2	123
RESERVATION4	STREET1	321
RESERVATION5	STREET2	321

Fig. 7

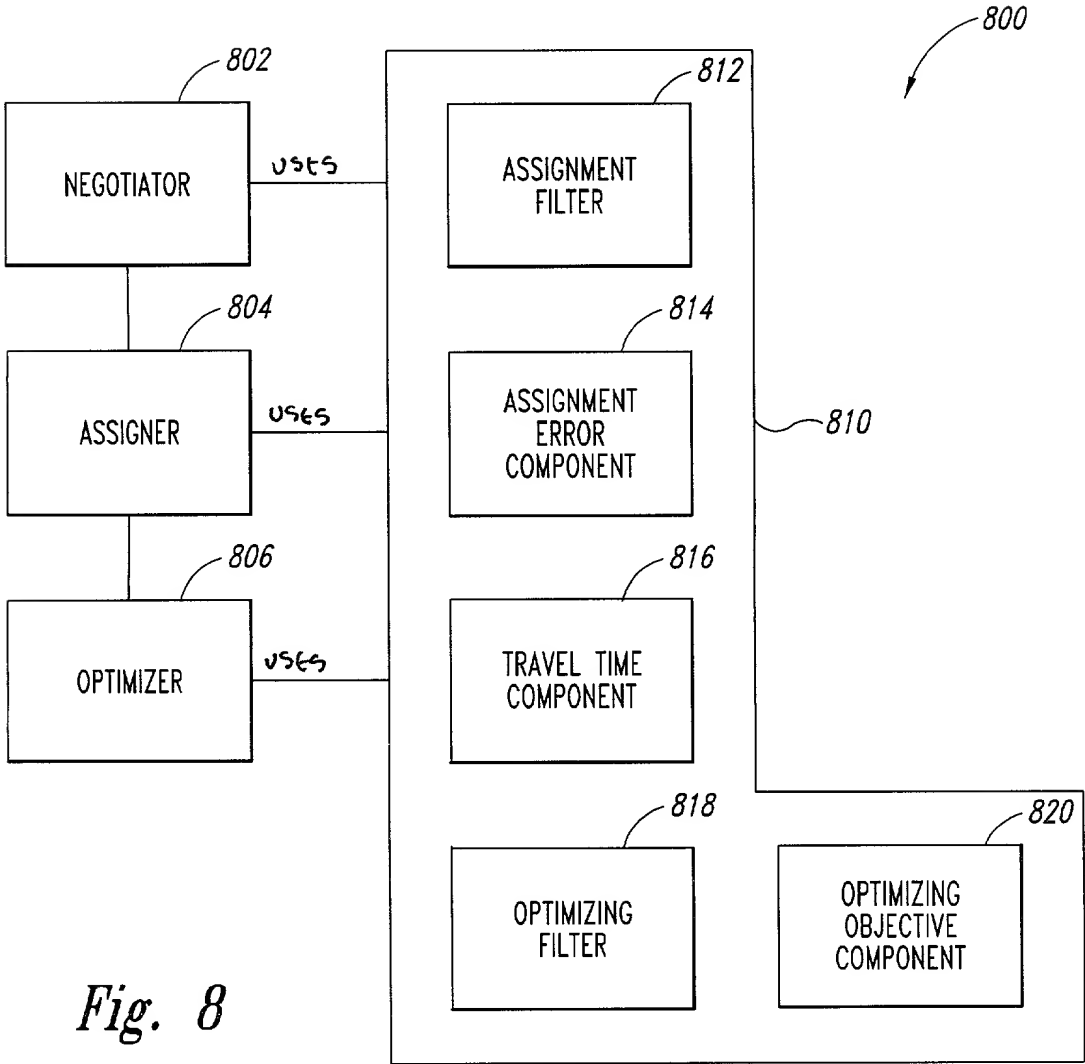
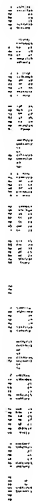


Fig. 8



Variable	Mean	Standard Deviation	Minimum	Maximum	Skewness	Kurtosis	Jarque-Bera Statistic	Probability
Age	34.50	10.50	20	65	-0.10	3.00	0.95	0.62
Gender	0.50	0.50	0	1	0.00	3.00	0.95	0.62
Marital Status	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Education	12.50	1.50	9	16	-0.10	3.00	0.95	0.62
Income	15000	5000	5000	30000	-0.10	3.00	0.95	0.62
Health	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Smoking	0.20	0.40	0	1	0.00	3.00	0.95	0.62
Alcohol	0.10	0.30	0	1	0.00	3.00	0.95	0.62
Exercise	0.30	0.45	0	1	0.00	3.00	0.95	0.62
Stress	0.60	0.50	0	1	0.00	3.00	0.95	0.62
Sleep	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Appetite	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Mood	0.90	0.30	0	1	0.00	3.00	0.95	0.62
Energy	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Concentration	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Memory	0.90	0.30	0	1	0.00	3.00	0.95	0.62
Emotion	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Behavior	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Thought	0.90	0.30	0	1	0.00	3.00	0.95	0.62
Feeling	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Perception	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Attention	0.90	0.30	0	1	0.00	3.00	0.95	0.62
Intuition	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Imagination	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Reasoning	0.90	0.30	0	1	0.00	3.00	0.95	0.62
Logic	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Analysis	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Synthesis	0.90	0.30	0	1	0.00	3.00	0.95	0.62
Evaluation	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Comparison	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Classification	0.90	0.30	0	1	0.00	3.00	0.95	0.62
Organization	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Planning	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Problem Solving	0.90	0.30	0	1	0.00	3.00	0.95	0.62
Decision Making	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Communication	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Interpersonal Skills	0.90	0.30	0	1	0.00	3.00	0.95	0.62
Teamwork	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Leadership	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Management	0.90	0.30	0	1	0.00	3.00	0.95	0.62
Coordination	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Organization	0.80	0.40	0	1	0.00	3.00	0.95	0.62
Planning	0.90	0.30	0	1	0.00	3.00	0.95	0.62
Problem Solving	0.70	0.45	0	1	0.00	3.00	0.95	0.62
Decision Making	0.80	0.40	0	1	0.00	3.00	0.95	0.62